

ABSTRAK

Penulisan ini bertujuan untuk mengetahui bagaimana tugas pramusaji di café Mazaya Coffee and Roastery Surabaya. Penulis mendapat data-data untuk memenuhi tugas akhir ini dari melaksanakan magang sebagai pramusaji selama 4 bulan di Café Mazaya Coffee and Roastery Surabaya. Di samping itu penulis juga melakukan pengamatan langsung di Café Mazaya Coffee and Roastery Surabaya. penulis menarik kesimpulan bahwa pramusaji di café Mazaya Coffee and Roastery Surabaya menjalankan tugas sesuai dengan aturan yang telah ditetapkan oleh café Mazaya Coffee and Roastery Surabaya, dimulai dari *before opening*, *opening*, dan *closing*, tugas pramusaji meliputi: *preparing*, menyambut tamu, melayani tamu, dan *cleaning*.

Kata kunci : tugas, pramusaji, café.

ABSTRACT

This writing aims to find out how the duties of a waitress at the Mazaya Coffee and Roastery Surabaya cafe are. The author got the data to fulfill this final project from carrying out an internship as a waitress for 4 months at Café Mazaya Coffee and Roastery Surabaya. Besides that, the writer also made direct observations at Café Mazaya Coffee and Roastery Surabaya. the author draws the conclusion that the waitress at the Mazaya Coffee and Roastery Surabaya café carries out her duties according to the rules set by the Mazaya Coffee and Roastery Surabaya café, starting from before opening, opening and closing, the waiter's duties include: preparing, welcoming guests, serving guests, and cleaning.

Keywords : duty, waitress, cafe.